



ROOF REPAIR TIPS

FAST FACTS

Total number of licensed contractors in California: 278,500

Total number of licensed roofing contractors in California: 7,502

Total number of complaints closed with CSLB against all contractors in 2001: 23,600

Total number of complaints closed with CSLB involving roofing projects in 2001: 1,270

Savings to the public generated by CSLB in 2001: \$23.9 million.

Replacing Your Roof

The age of your roof is usually the major determining factor of when to replace it. Most roofs last many years if properly installed and often can be repaired other than replaced. An isolated leak usually can be repaired.

Water damage to a home's interior or overhangs commonly is caused by leaks from a single weathered portion of the roof, poorly installed flashing, or from around chimneys and skylights. These problems do not necessarily mean you need a new roof.

Preserving Your Roof

Whatever the roofing material—composition shingle, wood shake, tile, or metal—the best advice to preserve your roof is to stay off it. Also, seasonal changes in the weather usually are the most destructive forces.

Maintaining Your Roof

Homeowner maintenance includes cleaning the leaves and debris from the roof's valleys and gutters. Debris in the valleys can cause water to wick under the shingles and cause damage to the interior of the roof. Clogged rain gutters can cause water to flow back under the shingles on the eaves and cause damage.

If Your Roofing Project Falls In . . .

- Gather all papers relating to your project, including contracts, change orders and cancelled checks.
- Take photographs of the problems.
- Notify the contractor in writing of your dissatisfaction.
- File a complaint with the Contractors State License Board at www.cslb.ca.gov or at (800) 321-CSLB (2752). The Board will investigate and mediate your complaint if it falls within the Board's jurisdiction.

Follow These Tips When Hiring a Roofing Contractor

1. Hire only licensed contractors.
2. Contact the Contractors State License Board at www.cslb.ca.gov or at (800) 321-CSLB (2752) to verify the contractor's license.
3. Get three references and review past work.
4. Get at least three bids.
5. Get a written contract and don't sign anything until you completely understand the terms.
6. Pay 10 percent down or \$1,000, whichever is less.
7. Don't let payments get ahead of the work. Don't pay cash.
8. Don't make final payment until you're satisfied with the job.
9. Don't rush into repairs or be pressured into making an immediate decision.
10. Order a free "Get Information to Build On" kit from CSLB at www.cslb.ca.gov or (800) 321-CSLB.

